

Gorey Dental Practice Complaints Policy

In this practice we want all our patients to be pleased with the service they receive so we take complaints very seriously. We try, insofar as possible, to ensure that all our patients are pleased with their experience of our service. If a patient makes a complaint we will deal with it promptly and courteously. A complaint may indicate a failing on our part from which we can learn and make improvements to our service. Our aim is to resolve the complaint as quickly as possible following the agreed procedure and, wherever possible, to the satisfaction of the patient.

The responsible person in our practice for dealing with any complaint is Nikki Cogley Practice Manager, Gorey Dental Practice, 34 McCurtain Street, Gorey, Co. Wexford.

If a complaint is made verbally we will listen to it and offer to refer the matter to Ms Cogley without delay. If Ms Cogley is not available at that time then the patient will be advised when they will be able to talk to her or to the dentist and arrangements will be made for this to happen.

If a complaint is about some aspect of the clinical care that has been received it will normally be referred to the relevant dentist.

All official complaints will be acknowledged in writing, normally within three working days, and we will forward a copy of this Complaints Policy with that acknowledgement. We will do our best to investigate the complaint within ten working days. If this is not possible the patient will be advised of this, the reason(s) why it is not possible and the approximate timeframe within which the patient can expect the investigation to be completed. If the patient does not wish to meet us during this investigation of the complaint we will attempt to talk with them on the telephone.

In our investigation of any complaint we will aim to establish the facts, facilitate a discussion of the problem with those concerned, explore approaches aimed at resolving the complaint and identify what we can do to ensure that any problems identified during our investigation do not happen again.

On completion of our investigation and where it is appropriate, we will write to the complainant with our conclusion and a suggested remedy.

Proper records will be kept of any complaint received, in addition to any actions taken to resolve the complaint and to improve services as a result of the complaint.

Complaining on behalf of someone else. If somebody wishes to complain on behalf of somebody else who has been treated in our practice, it is important to understand that we have to adhere to the rules of patient confidentiality. Therefore, we would need the patient's permission for anybody to act on their behalf.

IF THE PATIENT IS NOT SATISFIED WITH THE OUTCOME OF THE COMPLAINT MADE THEY ARE

ENTITLED TO CONTACT:

The **Dental Complaints Resolution Service** www.dentalcomplaints.ie 094 902 5105

The **Dental Council** www.dentalcouncil.ie 01 676 2069

*The Dental Council cannot investigate complaints where a refund or compensation is being sought, or anonymous complaints.

Healthcomplaints.ie www.healthcomplaints.ie Email: info@healthcomplaints.ie **This is an information website only